



251762

Individual Complaint Form

Date: 7/26/2014

2014 332E

Print

Complainant or Legal Representative Information: \* Required Fields

Name \* Vanessa S Payne  
Firm (if applicable)  
Mailing Address \* 409 Twin Falls Drive  
City, State Zip \* Simpsonville, SC 29680 Phone \* 864-963-4941  
E-mail \*

Name of Utility Involved in Complaint: \* Duke Energy

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) \*

- ☒ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service  
☒ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue  
☐ Service Issue ☐ Meter Issue  
☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact: Chad

Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

See attached

RECEIVED

JUL 31 2014

PSC SC  
MAIL/DMS

Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

See attached

\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.sc.gov). ☒ Yes ☐ No

Vanessa S Payne  
Complainant's Signature\*

STATE OF SOUTH CAROLINA )  
COUNTY OF )

VERIFICATION

I, Vanessa S Payne verify that I have read my complaint filed on \_\_\_\_\_ Date \*  
Complainant's Name \*

and know the contents thereof, and that said contents are true.

Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	

**Vanessa S. Payne  
409 Twin Falls Drive  
Simpsonville, SC 29680  
864-963-4941**

July 2, 2014

South Carolina Utilities Commission  
101 Executive Drive  
Columbia, SC 29201

REF: Duke Energy

To Whom It May Concern:

This letter is in reference to Duke Energy and serves as a complaint as how they can disconnect your power.

On Sept 6, 2013 my husband was diagnosed with a heart attack. That began the process of hospital, and doctor visits until October 11, 2013 when he had to have a heart catheterization procedure. That resulted in open heart surgery and an 11 day hospital stay due to multiple heart blockages. Again, on May 2, he was hospitalized to place stents and balloons in his legs. He is now getting ready for his 3rd surgery. I also had to have surgery on April 22, 2014. I also am going through various testing for my heart. My husband has become disabled, and I have been disabled since 2003 due to health conditions.

Duke Energy was sent a form on me many years ago. **Once you are disabled and classified as that, you remain disabled.** Therefore, once information is given to Duke Energy it should remain in your account file.

Therefore, due to the stress, anxiety and financial strain on us we have had a very difficult time in maintaining to pay our bills on time. We have to make a choice of either paying our power bill or purchase medications. This is very costly.

On November 15, 2013 I made a payment of \_\_\_\_\_ to Duke Energy. On November 18, 2013 my power was cut off. I contacted Chad with Regulatory Staff and he assisted me with this cut off.

In December 2013, I received a statement in the amount of \$333.15. However, the statement was for \$146.15 with a \$187.00 deposit due. The statement also said "Please pay \$262.62 by 5:00 p.m. Tuesday, January 14, 2014 to **AVOID**

**DISCONNECTION of electric service.** If payment is not received you must pay \$333.15 and a reconnect fee to restore your service." As you can see a payment of \$254.99 was made before January 14, 2014. Therefore, Duke Energy charges me a deposit anyway.

Again on January 13, 2014 a payment was made of \$262.62 the receipt shows "Your next schedule payment of \$40.03 is due 06-17-14.

March 17, 2014 a payment of \$110.32 was paid via telephone automated payment center. Confirmation No: 44955146.

Statement letter dated April 7, 2014 states \$30.53  
\$57.43

Paid by April 15, 2014. Payment made 4/15/2014 in the amount of \$ 87.96.

Statement for 3/17/2014 to 4/11/2014

Previous bill amount \$230.91

New Charges: \$57.43

Amount Due: \$288.34

I DO NOT UNDERSTAND the \$288.34 charges.

4/16/2014 to 5/12/2014 Statement:

Previous bill: \$288.34

Payments: \$108.82

New Charges: \$ 69.82

Amount Due: \$249.34

Prior bill: \$179.52

AGAIN, I DO NOT UNDERSTAND.

On March 21, 2014 I mailed a letter in reference to above to Lynn J. Good, President and Chief Executive Officer. As of today's date of this letter, there has been no response.

On May 19, 2014 AGAIN Duke Energy cut our power off after a payment of \$87.96 was paid on April 15, 2014 with receipt showing \$30.53 due by 5/16/2014.

NOT the \$125.00 that Chad of Regulatory Staff told me I needed to pay.

The problem that I have with all of the above is that if you call Duke's payment center to get assistance for payment arrangement, the representatives are not concerned enough to assist

you. They are very unmindful of the situation or willing to make payment arrangement. That is the reason for my communication with Chad.

On May 19, 2014 when Duke had our power cut off, my husband was trying to get ready for a cardiologists appointment. When we went outside to inquire why our power was being cut off our door locked behind us. The employee of either Duke Energy or contractor was approached as to locking us out of our house. I requested that he turn it back on so that we could get into our garage to get into our house. He screamed at me to call Duke. I could not make a call to Duke Energy if I could not get into my house! My husband whom just had his 2<sup>nd</sup> surgery had to climb over a fence in our yard to try and obtain access into our house. This made him late for his appointment, and he had to do without breakfast & his shot (severe diabetic). Once we were able to break into our house, I called Chad at Regulatory Staff. He said we needed to pay \$125.00, when paid the receipt states \$36. 32 due. **Our power was not restored until 9:45 p.m.** With that being said, my husband is a severe diabetic; he requires 4 shots per day, and medication for that as well. He also suffers with PTSD from military and other severe health issues. Therefore, Duke Energy put him and me in jeopardy. I was not able to prepare his meals as needed. With the power off for approximately 12 hours that jeopardizes food and his insulin in our refrigerator. Not to mention the stress and anxiety that it incurs upon us which effects health issues.

With disabled, elderly and those whom have children I find it appalling that Duke Energy does not take into consideration the economy situation in this state or severe health issues.

There have been elderly deaths due to Duke Energy cutting power off. There was a recent story out of Spartanburg, SC where a mother was arrested of putting her children in danger because Duke had cut her power off.

When a company becomes more greedy than concerned about their customers wellbeing, it is sad and inhumane.

I am one of the citizens of Greenville County whom spoke several years ago at a meeting with SC Utilities Commission on Duke wanting to raise our rates. I told the SC UC that people "just could not afford" a rate increase. This is proof of it? Could these actions be retaliation?

I am not asking for empathy or financial assistance from anyone. I am asking that Duke have more consideration of their customer's situation that there are times that customer's fall on hard times. When I call into Duke to make payment arrangements I expect respect and understanding from a representative.

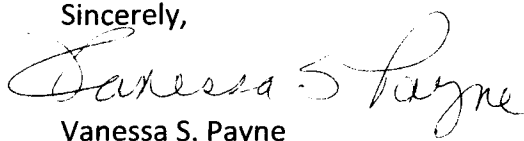
Pg 4

If our power happens to be turned off again when I am trying to work payment arrangements out, or if something happens again as it did on **May 19, 2014** where the cut off put us into danger or the "employee" does not assist us. I will seek legal counsel. Those of us whom are disabled and live on a fixed income do have rights and this type action from Duke put us into a vulnerable state.

I am requesting assistance on an audit of my account.

If you have any further questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Vanessa S. Payne". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Vanessa S. Payne

Enclosures: Duke Energy Statements  
Copy of letter to Lynn J. Good  
Copy of Receipts  
Medical information

C: Governor Haley  
National Utilities Commission

COPY

**Duke Power**

January	2013	Amt: 142.57	Ck: 2361	pd: \$142.57
February	2013	Amt: 62.82	Ck: 3518	pd: 62.82
March	2013	Amt: 62.72	Ck: 2512	pd: 62.72
April	2013	Amt: 68.78	Ck: 2542	pd: 00.00
May	2013	Amt: 140.45 (shows prior 68.78)	Ck: 2540	pd: 140.45
June	2013	Amt: 107.18	Ck: 2379	pd: 107.18
July	2013	Amt: 256.72		
		(Shows prior balance of 107.18 pd in June) (new charges 149.54)		pd: 149.54 (includes late fee)
August	2013	Amt: 301.03 (shows prior balance of 256.72)	Ck: 2395	pd: 149.54 <i>paid 7/2013</i>
Sept.	2013	Amt: 295.98 (shows prior balance of 301.03)	Ck: 2406	pd: 144.49
Oct.	2013	Amt: 253.99 (shows prior balance of 295.98)		<i>paid 144.49 still shows \$295.98</i>
Nov.	2013	Amt: 329.61 (paid at Bi-Lo 11/15/2013)		* pd: 254.99
Dec.	2013	Amt: 333.15 (Previous Bill Amt: 329.61) (Prior Balance 75.62) ✓ (New Charges 69.40) (late fee 1.13) = 146.15 =		
Jan. 2014			payment center	* pd. 262.62

COPY

VA  
40!

**BI-LO**

savings without sacrifice.

Account Number  
Verification Code 0  
Bill Date 10/16/2013  
Current Charges Past Due After 11/11/2013

meter reading will occur between NOV 13 and NOV 18

UNCONVENIENCE PAY 253.99 N  
CONVENIENCE PAY 1.00 N  
TAX PAID .00  
\*\*\*\* TOTAL 254.99  
CASH 260.00  
CHANGE 5.01

ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$0.00	\$253.99

RATE SCHEDULE DESCRIPTION	AMOUNT
/H RS - Residential Service	100.23
Prior Balance Due	151.49
Late Payment Charge	2.27
<b>Amount Due</b>	<b>253.99</b>

TOTAL NUMBER OF ITEMS SOLD = 0  
11/15/13 10:09 AM 0188 21 0010 91

Save Money. Save Time. Save Trees.

Visit [zavers.com](http://zavers.com) for Paperless Coupon

SIGN UP TODAY AND SAVE  
WITH THE NEW BONUSCARD

\*\*\*\*\*  
SAVINGS SUMMARY  
\*\*\*\*\*

Your Cashier was SERVICE

THANK YOU FOR SHOPPING BI-LO!  
STORE #188 864-297-3844

\*\*\*\*\*  
**YOU COULD WIN \$250**

Your feedback is important to us.  
Complete a survey about your  
shopping visit within the next 3 days  
and enter for a chance to win \$250  
Go to [www.bi-losurvey.com](http://www.bi-losurvey.com)  
and enter code

111510 018800 110215

No purchase necessary for sweepstakes  
Must be 21 or older. Official rules  
At [www.bi-losurvey.com](http://www.bi-losurvey.com)  
Void where prohibited by law

\*\*\*\*\*

Our records indicate your telephone number is 864-313-2633. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

per 08, 2013 to  
ment is not received you  
re service. Your  
24, 2013.

01-1090  
[duke-energy.com](http://duke-energy.com)

ke Energy at least three (3) days  
field representative at the

ys, but may be renewed no more than  
d.

gy and have a concern that you are unable to  
arns with the SC Office of Regulatory Staff at

Para interpretacion de esta noticia muy importante de su  
servicio electrico, por favor llame a la compania de  
Duke Energy y pida un representante de habla Hispana.

CUSTOMER COPY  
COPIA DEL CLIENTE

resólvete, you  
1-800-922-1531.

Cash Remittance  
P. O. Box 1046  
Charlotte, N. C. 28201 - 1046

NOVEMBER 07, 2013

9690

-C04-P00000- 2

SC24

VANESSA S PAYNE  
LATTIE PAYNE  
409 TWIN FALLS DR  
SIMPSONVILLE, SC 29680

Subject: **Final Disconnection Notice - S.C. Residential**  
Account Number:

Dear VANESSA S PAYNE:

Our records indicate you received a reminder notice and disconnection notice regarding the past due amount outstanding for electric service at 409 TWIN FALLS DR UNIT#215. To prevent **disconnection of your electric service, payment of \$151.49 must be received in our office before 5 p.m. on NOVEMBER 11, 2013 to avoid disconnection on 11-12-2013.** If payment is made after this time, the Total Amount Due of \$253.99 must be paid.

You may find it convenient to pay your electric bill with a major credit card or by automated check processing. For your convenience, we now accept MasterCard, Visa, Discover and automated checks (through a third party vendor for a nominal fee). If these payment options meet your needs, simply call us at (800) 777-9898 with your credit card or check information.

If you do not pay the above amount and your service is disconnected, the total amount due of \$253.99 and a reconnect fee of \$15.00 will be required to restore your service.

**ATTENTION: Existing accounts without satisfactory security that carry a past due balance or have been disconnected for nonpayment, may be charged a deposit.**

If payment has been made, please disregard this notice. To verify your payment was received or if you have questions about your account, please call us at (800) 777-9898. Our credit department hours are 7 a.m. to 7 p.m. Monday - Friday and 9 a.m. to 1 p.m. on Saturday. Thank you for your prompt attention to this matter.

**Para interpretacion de esta noticia muy importante de su servicio electrico, por favor llame a la compania de Duke Energy y pida un representante que habla espanol.**

Sincerely,

Duke Energy Customer Service

11/13/2013  
Amount

Chad 11/13/2013  
@ Resulting Staff  
Pay on Friday -

11/18/2013

9:00 AM

11/18

4:00

5:00 PM



# COPY



**GREENVILLE  
HEALTH SYSTEM**

255 Enterprise Blvd., Suite 210  
Greenville, SC 29615-8838



ADDRESS SERVICE REQUESTED

☐ Check here if your address or insurance information has changed.  
Please indicate changes on this form or call Customer Service.



LATTIE PAYNE  
409 TWIN FALLS DRIVE  
SIMPSONVILLE, SC 29680-6249



GREENVILLE HOSPITAL SYSTEM  
PO BOX 19051  
GREENVILLE, SC 29602-9051

08001882109800001560004

PAY ONLINE AT [www.ghs.org](http://www.ghs.org)

▼ PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

CHECK CARD USING FOR PAYMENT		
<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	<input type="checkbox"/> VISA
<input type="checkbox"/> VISA	<input type="checkbox"/> AMERICAN EXPRESS	
STATEMENT DATE	AMOUNT DUE NOW	AMOUNT PAID
01/11/2014		
PATIENT NAME		AMOUNT PAID
LATTIE PAYNE		\$

6548

PATIENT BILL FOR SERVICES				
Patient Name	Account Number	Service From:	Service To:	Statement Date
LATTIE PAYNE		10/11/2013	10/20/2013	01/11/2014
LOCATION: GREENVILLE MEMORIAL				
TOTAL CHARGES FOR THE FOLLOWING SERVICE: INPATIENT				

Phone Number  
Billing Address  
Energy Saving  
Programs and  
Pay Your Bill  
SUSPENSE  
Call 1-800-777-  
Report Meter  
Duke Energy  
Please call our  
number for  
Please call

Account Number  
Verification Code  
Bill Date  
Current Charges Past Due After  
12/16/2013  
01/10/2014

Service From NOV 13 to DEC 13 (30 Days)

Your next scheduled meter reading will occur between JAN 16 and JAN 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (+)
\$329.61	\$253.99	\$70.53	\$187.00	\$333.15

METER NUMBER	METER READINGS: PREVIOUS PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
357803	43945 44553	1	608 KWH	RS - Residential Service	69.40
				Prior Balance Due	75.62
				Late Payment Charge	1.13
				Deposit Due	187.00
Amount Due					333.15

COPY

146.15

Electricity Usage	This Month	Last Year
Total KWH	608	630
Days	30	30
AVG KWH per Day	20	21
AVG Cost per Day	\$2.31	\$2.21

Our records indicate your telephone number is 864-963-4941. If this is incorrect, please follow the instructions on the back of the bill.  
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



\*\*\*DISCONNECT NOTICE\*\*\*  
Please pay \$262.62 by 5:00 p.m. Tuesday, January 14, 2014 to avoid DISCONNECTION of electric service. If payment is not received you must pay \$333.15 and a reconnection fee to restore service. Your last payment of \$253.99 was received November 19, 2013.

Charging a deposit when pmt was made?

Over paid by \$116.47  
1/13/2014

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090  
DUKE PHONE: 800-777-9898 www.duke-energy.com

- The certification must be received by Duke Energy at least three (3) days prior to disconnection or provided to the field representative at the point of disconnection.
- The certification is valid for 30 days, but may be renewed no more than three (3) times for a 30-day period.

If you have already called Duke Energy and have a concern that you are unable to resolve, you may discuss your concerns with the SC Office of Regulatory Staff at 1-800-922-1531.

Para interpretacion de esta noticia muy importante de su servicio electrico, por favor llame a la compania de Duke Energy y pida un representante de habla Hispana.

Duke Energy Bill Pay  
1/13/2014 10:19:32 AM  
Xpressway #24  
750 Old Mill Rd

Mauldin, SC 29662

Terminal ID: 661101  
Confirmation Code: 15254140

Acct Number:  
Acct Name: PAYNE, VANESSA  
Auth Num: 016330227  
ELECTRIC Paid: 262.62  
Reconnect Fee: 0.00  
Transaction Fee: 0.00

Total Paid: 262.62

YOUR PAYMENT WAS ACCEPTED.  
THE TERMS OF YOUR PAYMENT  
AGREEMENT ARE NOW CURRENT.  
YOUR SERVICE WILL NOT BE  
INTERRUPTED. YOUR NEXT  
SCHEDULED PAYMENT OF \$40.03  
IS DUE 06-17-2014.

Account Number

Verification Code

Bill Date

Current Charges Past Due After

12/16/2013

01/10/2014

Next scheduled meter reading will occur between JAN 16 and JAN 21

CHARGES (+)	ADJUSTMENTS (- OR +)	AMOUNT DUE (+)
\$70.53	\$187.00	\$333.15

TOTAL PAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
608 KWH	RS - Residential Service	69.40
	Prior Balance Due	75.62
	Late Payment Charge	1.13
	Deposit Due	187.00

Amount Due 333.15

15  
\$146.

Our records indicate your telephone number is 864-963-4941. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

January 14, 2014 to  
payment is not received you  
restore service. Your  
per 19, 2013.

Charging a deposit  
when pmt was  
made?

Over paid by \$116.47  
1/13/2014

#13H2 B4BF 12CB IS04#

01-AV 0.35/ \*\*AUTO 1007047 29680-62490  
1055763 1 PR WI WE

VANESSA S PAYNE  
LATTIE PAYNE  
409 TWIN FALLS DR  
SIMPSONVILLE SC 296

PO BOX 70515  
CHARLOTTE N



28201-1090

www.duke-energy.com

7047-01-00-1055763-0001-0068384

RETURN THIS PORTION WITH YOUR PAYMENT TO

059097

402

COPY

Vanessa S. Payne  
Lattie B. Payne  
409 Twin Falls Drive  
Simpsonville, SC 29680  
864-963-4941

March 21, 2014

Lynn J. Good  
Duke Energy  
President and Chief Executive Office  
P.O. Box 1090  
Charlotte, NC 28201-1090

Re: Acct No.

Dear Ms. Good:

For several months we have had problem with our Duke Energy bill. We have tried to resolve this matter through Duke Energy, and Chad with the Regulatory Staff to no avail.

My husband had open heart surgery in October of 2013. He was very sick and hospitalized, and had to rehab at home for weeks. Therefore, we have gotten behind and doing our best to catch up.

I made arrangements to pay our bill on 11/15/2013 in the amount of \$254. 99. I made the payment as agreed. On 11/18/2013 a young man came out and turned our power off.

In December 2013 we received a bill in the amount of \$333.15. Payment due was \$150.00. I paid \$262.62 on 1/13/2014. February's bill shows \$75.01 due, and \$153.60 balance. March bill shows due \$ 57.43 with a balance of \$230.91. for a total of \$288.34. A payment of \$108.82 was made on 3/14/2014. Why would my statement show \$ 57. 43 and jump to \$230.91 when payments have been made?

The problem is my records do not reflect what Duke statements reflect.

I have enclosed copies of information for your review. I would appreciate assistance on this matter.

I would also like for it to be known that myself, and my husband are both disabled.

Sincerely,

Duke Energy Bill Pay  
4/15/2014 10:16:09 am  
Xpressway #24  
750 Old Mill Rd

87.96  
**COPY** Received  
4/14/2014

1-800-922-1531

Chad

803-737-5194

Mauldin, SC 29662

Terminal ID: 661101  
Confirmation Code: 15976328

Acct Number:  
Acct Name: PAYNE, VANESSA  
Auth Num: 017097002  
ELECTRIC Paid: 87.96  
Reconnect Fee: 0.00  
Transaction Fee: 0.00

-C03-P00000-

DPLS

Total Paid: 87.96

YOUR PAYMENT WAS ACCEPTED.  
THE TERMS OF YOUR PAYMENT  
AGREEMENT ARE NOW CURRENT.  
YOUR SERVICE WILL NOT BE  
INTERRUPTED. YOUR NEXT  
SCHEDULED PAYMENT OF \$30.53  
IS DUE 05-16-2014.

30.53 May 16, 2014  
69.82

ment (DPA) Reminder/Disconnect Notice  
12 at 409 TWIN FALLS DR UNIT#215

and you have additional time to pay your past due bill by  
reemement. This is to notify you of the following payment(s) due.

	Due m. on	Disconnect Date If Unpaid
\$30.53	APRIL 14, 2014	APRIL 15, 2014
\$57.43	APRIL 14, 2014	

Payment(s) Total \$87.96

To prevent disconnection of electric service, we must receive your payment(s) in our office or drop-box before 5 p.m. on the payment due date. Failure to do so will result in disconnection of service on or after APRIL 15, 2014.

If your service is disconnected the agreement is invalid. The total past due balance of \$179.52 and a reconnect fee of \$15.00 will be required to restore service. A deposit also may be required to maintain service. Payments with a major credit card or personal check can be made over the phone by calling (800) 777-9898; a convenience fee is charged for this service.

If you have any questions about your account or need to verify your payment is received, please call (800) 777-9898. Our credit department hours are 7 a.m. to 7 p.m., Monday-Friday and 9 a.m. to 1 p.m. on Saturday. Thank you for your prompt attention, so that we may provide you uninterrupted service.

Para interpretacion de esta noticia muy importante de su servicio electrico, por favor llame a la compania de Duke Energy y pida un representante que habla espanol.

Sincerely,

Duke Energy Customer Service

Previous bill shows 288.34?

3/17/2014 paid \$110.32 Prior balance \$179.52?  
~~00/00/2014~~ Confirmation 44955146  
4/15/2014 paid \$87.96  
3/17/2014  
4/17/2014

New Charges 57.43  
New Charges 69.82

VANESSA PAYNE  
409 TWIN FALLS DR UNIT#215

Account Number  
Verification Code  
Bill Date 03/17/2014  
Current Charges Past Due After 04/11/2014

Service From: FEB 16 to MAR 14 (26 Days)

Your next scheduled meter reading will occur between APR 15 and APR 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (-)
\$230.91	\$0.00	\$57.43	\$0.00	\$288.34

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
157803	45923	46404	1	481 KWH	RS - Residential Service Prior Balance Due Please Pay According to Your Deferred Payment Agreement	57.43 230.91

COPY

Amount Due 288.34

Electricity Usage	This Month	Last Year
Total KWH	481	595
Days	26	28
AVG KWH per Day	19	21
AVG Cost per Day	\$2.21	\$2.24

Our records indicate your telephone number is 864-963-4941. If this is incorrect, please follow the instructions on the back of the bill.  
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



**Important power line safety reminder**

Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed lines to Duke Energy immediately by calling 800.769.3766.



**Save big on bulbs.**

Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through April 15, 2014. Go to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) to check your eligibility.

or Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090  
DUKE PHONE: 800-777-9898 [www.duke-energy.com](http://www.duke-energy.com)

RETURN THIS PORTION WITH YOUR PAYMENT TO THE ADDRESS BELOW. THANK YOU FOR YOUR BUSINESS.

071752

482

#13H2 B4BF 12CB IS04#

01 AV 0.378 \*\*AUTO E106853 29680-6249

1070924 I PR HB



VANESSA S PAYNE  
LATTIE PAYNE  
409 TWIN FALLS DR  
SIMPSONVILLE SC 29680-6249



PO BOX 70515  
CHARLOTTE NC 28272-0515



6853-01-00-1070924-0001-0076722

Account Number

Verification Code 0

Amount Due \$288.34

Current Charges Past Due After 04/11/2014

**REMINDER**

Your Duke Energy account has a past due balance. Failure to pay the past due amount could result in disconnection of service. If your payment has been made, please accept our thanks. If you have any questions about your account, please contact Duke Energy.

Total Amount Enclosed \$

[www.duke-energy.com](http://www.duke-energy.com)

04DUK086797

[duke-energy.com](http://duke-energy.com)



VANESSA S PAYNE  
409 TWIN FALLS DR UNIT#215

# COPY

Account Number  
Verification Code  
Bill Date 05/16/2014  
Current Charges Past Due After 06/10/2014

Service From: APR 15 to MAY 15 ( 30 Days)

Your next scheduled meter reading will occur between JUN 13 and JUN 18

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$249.34	\$87.96	\$86.62	\$0.00	\$248.00

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
357803	46962	47705	1	743 KWH	RS - Residential Service	84.20
					Prior Balance Due	161.38
					Late Payment Charge	2.42
					Please Pay According to Your Deferred Payment Agreement	

RECEIVED  
5/19/14

@ 4:35 p.m.

Amount Due 248.00

Electricity Usage	This Month	Last Year
Total KWH	743	680
Days	30	30
AVG KWH per Day	25	23
AVG Cost per Day	\$2.81	\$2.35

Our records indicate your telephone number is 864-963-4941. If this is incorrect, please follow the instructions on the back of the bill.

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.



### Save big on bulbs.

Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through May 15, 2014. Go to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) to check your eligibility.



### Is the air inside your home aggravating your allergies?

Our Smart \$aver Insulate and Seal program helps keep the dust and allergens outside, as well as helping to lower your energy bill. Get up to \$425 to help make these improvements. Schedule now at [duke-energy.com/spring](http://duke-energy.com/spring). <i>Results may vary by home</i>

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090  
DUKE PHONE: 800-777-9898 [www.duke-energy.com](http://www.duke-energy.com)

RETURN THIS PORTION WITH YOUR PAYMENT TO THE ADDRESS BELOW. THANK YOU FOR YOUR BUSINESS.

072718  
402

#13H2 B4BF 12CB IS04#

01 AV 0.378 \*\*AUTO 15 0 6899 29680-624909  
1071694 I PK MA SB GG -C01-P71765



VANESSA S PAYNE  
LATTIE PAYNE  
409 TWIN FALLS DR  
SIMPSONVILLE SC 29680-6249



PO BOX 70515  
CHARLOTTE NC 28272-0515

Account Number

Verification Code 0

Amount Due \$248.00

Current Charges Past Due After 06/10/2014

### REMINDER

Your Duke Energy account has a past due balance. Failure to pay the past due amount could result in disconnection of service. If your payment has been made, please accept our thanks. If you have any questions about your account, please contact Duke Energy.

Total Amount Enclosed \$

[www.duke-energy.com](http://www.duke-energy.com)



Duke Energy  
P O Box 1090  
Charlotte, NC 28201-1090  
Office Phone (800) 777-9898

**RECEIVED**  
5/27/14

**COPY**

MAY 19, 2014

0004242 SP

9399

-C01-P00000-

GR56

VANESSA S PAYNE  
LATTIE PAYNE  
409 TWIN FALLS DR  
SIMPSONVILLE, SC 29680

**Subject: Deferred Payment Agreement**

Account Nu.... 409 TWIN FALLS DR UNIT#215

Dear VANESSA S PAYNE:

You are indebted to Duke Energy for service through JUNE 13, 2014 in the amount of \$248.00.

Future bill amounts are not included in the above amount but they are a part of this agreement and will be past due on their prescribed dates as usual.

\*\*\* AT YOUR REQUEST, DUKE ENERGY HAS AGREED TO A DEFERRED PAYMENT AGREEMENT. BY REQUESTING THIS ARRANGEMENT, YOU AGREE TO PAY AS SPECIFIED BY THE PAYMENT SCHEDULE BELOW ON THE DATES INDICATED.

\*\*\* IF A MONTH APPEARS IN THE MONTHLY BILL COLUMN, THEN THE CURRENT BILL FOR THAT MONTH IS DUE ALONG WITH ANY LATE PAYMENT CHARGES, OUTSIDE LIGHTING, ETC., SHOWN ON THAT BILL.

**Payment Schedule**

Due Date	Amount	Monthly Bill	Due Date	Amount	Monthly Bill
05/19/2014	\$125.00		06/13/2014	\$123.00	

Turned power off  
@ 9:00 A.M. on  
the 19th

4/15/2014  
87.96 was paid  
10248 phone call  
due on 5/14/14

9:45 p.m.  
restored

125.00  
123.00  
-----  
248.00



# COPY

Duke Energy Bill Pay  
 5/19/2014 12:26:04 PM  
 Xpressway #24  
 750 Old Mill Rd  
 Mauldin, SC 29662  
 Terminal ID: 661101  
 Confirmation Code: 16228222

Acct Number:   
 Acct Name: PAYNE, VANESSA  
 Auth Num: 017365146  
 ELECTRIC Paid: 125.00  
 Reconnect Fee: 0.00  
 Transaction Fee: 0.00  
 =====  
 Total Paid: 125.00

YOUR PAYMENT HAS BEEN  
 ACCEPTED AND APPLIED TO YOUR  
 DUKE ENERGY ACCOUNT.  
 HOWEVER, YOUR REMAINING  
 BALANCE OF \$36.38 IS  
 REQUIRED TO RESTORE SERVICE.

*Called Chad 12:30  
 Called Duke @ 1:10 P.M.  
 Had to call Chad back - Duke  
 would not take my word -*

RETURN THIS PORTION WITH YOUR PAYMENT TO THE ADDRESS BELOW. THANK YOU FOR YOUR BUSINESS.

Account Number:   
 Verification Code:   
 Bill Date: 04/16/2014  
 Current Charges Past Due After: 05/12/2014

scheduled meter reading will occur between MAY 15 and MAY 20

CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$69.82	\$0.00	\$249.34

AL	RATE SCHEDULE	AMOUNT
AGE	DESCRIPTION	
58 KWH	RS - Residential Service	
	Prior Balance Due	65.30
	Late Payment Charge	179.52
	Please Pay According to Your Deferred Payment Agreement	4.52

Amount Due	249.34
------------	--------

Our records indicate your telephone number is 864-963-4941. If this is incorrect, please follow the instructions on the back of the bill.  
 A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

**allergies?**  
 To keep the dust and allergens outside, as well as  
 to help make these improvements. Schedule now at  
 /home</i>

Low prices - now with low-cost shipping deals  
 Visit OnBulbs to check your eligibility.

DUKE PHONE: 800-777-9898 201-1090 www.duke-energy.com

88 0 &

Account has a past due balance. Failure amount could result in disconnection if payment has been made, please contact Duke Energy.	0
Fast Due After	\$249.34
05/12/2014	

Unpaid \$ 125.00

www.duke-energy.com  
 04DUK086797

# COPY

ES DR UNIT #215

Account Number

Verification Code

Bill Date

Current Charges Past Due After

04/16/2014

05/12/2014

Service From MAR 14 to APR 15 (32 Days)

Your next scheduled meter reading will occur between MAY 15 and MAY 20

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$288.34	\$108.82	\$69.82	\$0.00	\$249.34

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTIPLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
357803	46404	46962	1	558 KWH	RS - Residential Service	

Prior Balance Due	65.30
Late Payment Charge	179.52
Please Pay According to Your Deferred Payment Agreement	4.52

Amount Due	249.34
------------	--------

249.34  
- 87.96  
-----  
161.38

@ Duke  
Terence  
5/19/2014  
1:15 p.m.  
He said he had  
to hear from  
Chad

Electricity Usage	This Month	Last Year
Total KWH	558	660
Days	32	32
AVG KWH per Day	17	21
AVG Cost per Day	\$2.04	\$2.14

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For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090  
DUKE PHONE: 800-777-9898 [www.duke-energy.com](http://www.duke-energy.com)

Did not turn power on until 9:45 p.m.!

Patient Discharge Information

Pt Name: PAYNE, LATTIE

MRN:

Age/Sex:

Adm DTime: 05/02/2014

Acct No:

NS/Bed: GMH 4F Proc4615AM

Atn Dr: Parker, H.graham

Dsch DTime:

Allergies: ALLERGY HX REVIEWED BY RPH, No Known Drug Allergies

Discharge Instructions

Routine Discharge

PAD s/p PPI

Diagnosis

Home

Discharge To

Departure Mode

Temperature

Pulse

Respirations

BP #1

Source of Vitals

Diet at Discharge

Diabetic 60g CHO/Meal, Cardiac

Discharge Activities- Driving

Restricted

Discharge Bathing Activities

May Shower, No Tub Bath/Soaking 2 weeks.

Discharge Activity

Lifting Restrictions, Limit Stairs, No Bending, Squatting, Straining,  
or Stooping, No Jumping, No Running

Instructions

Lifting Restrictions

5lbs for 5 days

Skin

Yes

breakdown/wound/incision

at discharge

Discharge Wound/Skin

right groin

COPY

COPY

240.6

CAROLINA CARDIOLOGY CONSULTANTS

Greenville Office

877-B West Faris Road  
Fed. Tax

Greenville, SC 29605

Dr. appt 7

PATIENT ID# (MR#) SSN

DOB

AGE

DOCTOR'S NAME

EXTENDER GREENVILLE 1

APPT DATE AND TIME

05/19/14 10:30AM

PATIENT

PAYNE, LATTIE  
409 TWIN FALLS DRIVE  
SIMPSONVILLE, SC

SEX

M

REFERRING DOCTOR

TICKET# (APPT#)

195503263

COPY

STATEMENT BALANCE

FINANCIAL CLASS

APPOINTMENT TYPE

FOLLOW UP 15 MI

APPOINTMENT NOTES

fu leg pain - jih

fu leg pain - jih

EMPLOYER

RETIR

INSURANCE

PROCEDURE			CODE		PACEMAKER STUDIES		LAB WORK	
OFFICE VISITS	NEW	ESTAB			Single or Dual, No Program	93288	CBC	TSH CMP BNP
Level I	99201	99211			Dual, Reprogram	93280	HGBA1C	FLL LFT FLP
Level II	99202	99212			Pace Termination-SVT	93724	BMP	
Level III	99203	99213			Single, Reprogram	93279	Today	Soon PTR
Level IV	99204	99214			Loop Recorder	93291		
Level V	99205	99215			Phone TTM	93293		
Global/Post Op		99024			Remote TTM	93296		
					Bivent Interrogation	93284		
					Bivent Reprogram	93281		

DX 1 leg pain

DX 2 PAD

② CAD / EABG

ONLINE PHYSICIAN

Psychological Abuse:

"Psychological abuse" means deliberately subjecting a vulnerable adult to threats or harassment or other forms of intimidating behavior causing fear, humiliation, degradation, agitation, confusion, or other forms of serious emotional distress.

**Psychological Abuse:**

"Psychological abuse" means deliberately subjecting a vulnerable adult to threats or harassment or other forms of intimidating behavior causing fear, humiliation, degradation, agitation, confusion, or other forms of serious emotional distress.

South Carolina - Limits shut offs from December 1 to March 31. Disconnection is suspended for customers when the average forecasted temperature is 32 degrees Fahrenheit or below for a 45-hour period. In addition state law calls for a 30 day shut-off delay for seriously ill individuals with medical certificate, which can be renewed up to 3 times during the winter protection period. Also regulations in place state that disconnect is prevented if customer agrees and adheres to payment plan with their provider.

Most states have laws, rules, and regulations in place that determine when an electric, gas, water, or utility company may disconnect a customers service. Most of the laws put into place by states are intended to protect the elderly, families with children, disabled, and people with medical conditions. It is often illegal for a utility company to disconnect customers under certain conditions. For example, during the winter or summer disconnections are often limited as to when they can occur, as well as during extreme weather events and temperatures. Also, if a customer enters into a payment plan with their provider state laws usually regulate that a disconnection can't occur.



Protections for the disabled, elderly, sick - While many utility and water companies have their own programs to assist these groups, many states also provide extra protection for these consumers. They will often give the sick, seniors, and disabled more time to pay any utility bill. They may also offer them discounts on their regular service or access to additional payment plans. However, the customer will need to provide that they would be at risk without power.

### **Health Hazards**



Disconnection must be delayed if it would present a special danger to your health or to the health of anyone who lives with you. Contrary to what some believe, a health hazard is not limited to life-threatening situations. A health hazard can happen if a member of your household has a physical or mental impairment (including depression) or developmental delay (mental retardation, for example). Sometimes, just having very young or very old members of the household may be enough to delay disconnection. If the utility company is given a doctor's statement stating that a person living at the residence faces a special danger if they go without gas or electric service, the utility must delay disconnection for 30 days. If the gas or electric service is already shut off for 2 weeks (14 days) or less by the time the utility receives the doctor's statement, the utility must reconnect service immediately. Then they must delay disconnection 30 days. During the 30 day delay, a payment plan must be entered into and you must continue to pay your current bill, or else the utility may be allowed to disconnect you after 30 days pass (unless the winter moratorium is in effect and you are certified as eligible for LIHEAP, as discussed above).

## Special Needs Customers

Accounts of customers identified by Duke Energy Progress as chronically or seriously ill, handicapped, or on a life support system and whose health could be endangered if electric service is disconnected receive special review throughout the year prior to disconnection for nonpayment. It is your responsibility, however, to let us know if you or someone in your household fits these criteria. In order to qualify, you must complete this form or call Duke Energy Progress at 1-800-452-2777 to obtain the necessary paperwork, then get the doctor to certify in writing that disconnection of electricity would endanger that person's health.

### Note:

- 1) This process takes 30-45 days to complete.
- 2) Participation in the program does not mean that your power will not be disconnected for nonpayment or interrupted due to an outage. Also, when there is a major outage, participation does not mean that you will be the first to have power restored. Customers with medical needs should make preparations in advance for extended outages.

# SC Duke customers to see rate increase

The Associated Press

Duke Energy Progress customers in South Carolina will see a slight rate increase because of higher fuel costs sparked by the winter's extreme conditions.

Duke Energy said Tuesday that a typical residential customer using 1,000 kilowatt-hours of electricity per month will see the bill increase by 14 cents from \$104.88 to \$105.02.

Commercial customers will have an in-

crease of 2.8 percent. Industrial customers will see a 1.2 percent increase.

The new rates take effect Tuesday. The fuel rate is determined by the projected cost of fuel used to provide electric service to the company's customers, after a comparison against the prior year's projections. The Public Service Commission reviews the fuel costs.

Duke Energy Progress serves customers in the Florence and Sumter areas.

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WEDNESDAY, JULY 2, 2014 THE GREENVILLE NEWS

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